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TO: **Economic Support Supervisors
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FROM: Amy Mendel-Clemens
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BHCE/BWP OPERATIONS MEMO

No.: 03-63

Date: 09/29/2003

Non W-2 ☒ W-2 ☐ CC ☐

PRIORITY: HIGH

SUBJECT: **DISCONTINUE CONVERSION OF QUEST BENEFITS TO
COUPONS**

EFFECTIVE DATE: October 1, 2003

PURPOSE

This memo announces the policy change to discontinue the conversion of Wisconsin QUEST benefits to coupons when a household moves out of state.

BACKGROUND

Local agencies convert Wisconsin QUEST benefits to coupons when a household reports a move to a state where the household was not able to use the Wisconsin QUEST card. The Food Stamp (FS) Handbook Appendix Chapter 24.02.16 provided a list of the states where a conversion to coupons was necessary.

USDA/Food and Nutrition Service (FNS) issued a final rule on June 25, 2003 which gives states the option of converting EBT benefits to coupons when a household moves out of state. Customers must still be able to use their remaining electronic benefits upon relocation. The state/local agency must assist customers in finding stores in the new state where the card can be used.

Since customers can use the Wisconsin QUEST card in most states, DHFS has determined that coupon conversion should be discontinued.

POLICY

Do not convert Wisconsin QUEST benefits to coupons when a household reports a move out of state. The CEFS coupon conversion screen in CARES will be disabled by the end of the day on Tuesday, September 30, 2003. Local agency staff with access to the fiscal menu will no longer see this screen option on the menu.

The Wisconsin QUEST card can be used in retail stores certified by FNS in most states, the District of Columbia and the Virgin Islands with the exception of the states listed below. Although not all customers have been converted to EBT in California, essentially all retailers are accepting the debit cards. Advise clients where they can shop if they move to a state/territory listed below:

Ohio: The QUEST card can be used at Aldi, Fiesta, Kmart, Kroger, Lowes, Marsh, Sav-a-Lot, Walgreen, and Wal-Mart.

Wyoming: The QUEST card can be used at Albertsons, Evanston, Safeway, Smiths, and Wal-Mart.

Guam: EBT will be island-wide by June 2004. No stores identified at this time. Contact state EBT staff if someone is moving to Guam.

Puerto Rico: Food Stamp Program customers cannot redeem their food stamp benefits in Puerto Rico; Puerto Rico administers its own food stamp program under an USDA block grant.

CONTACTS

BHCE CARES Information & Problem Resolution Center

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Note: Email contacts are preferred. Thank you.

DHFS/DHCF/BHCE/JW